

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

ATTORNEY DOCKET NUMBER: 200309365-1

IN RE APPLICATION OF: U.S. Patent No. 7,885,391

USPTO CONFIRMATION CODE: 2032

APPLICATION NO.: 10/699,264

FILED: Oct. 30, 2003

EXAMINER: JOSEPH T PHAN

GROUP ART UNIT: 2614

FOR: SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT

37 CFR 1.322 & 37 CFR 1.323 REQUEST FOR CERTIFICATE OF CORRECTION

HONORABLE COMMISSIONER OF PATENTS & TRADEMARKS

Sir:

The following is a request for a certificate of correction in Serial Number 10/699,264, now Patent Number 7,885,391.

A certificate of correction under 35 USC 254 is respectfully requested in the above-identified patent.

☐ All errors were the fault of the USPTO, no fee required. In the event that a further fee is required, please charge the amount to Deposit Account No. 082025.

☒ All errors were the fault of the applicant and, accordingly, please charge \$100.00 to our Deposit Account No. 082025. In the event that a further fee is required, please charge the amount to the same Deposit Account.

☐ The errors were the fault of both the applicant and USPTO and, accordingly, please charge \$100.00 to our Deposit Account No. 082025. In the event that a further fee is required, please charge the amount to the same Deposit Account.

The exact locations where the errors appear in the patent and patent application are as follows:

In column 7, line 61, in Claim 6, delete “new center” and insert - - new call center - -, therefor.

(Amendments to claims filed on Jun. 11, 2010, page 3, in claim 6, line 4)

In column 8, line 9, in Claim 9, delete “timescale” and insert - - time-scale - -, therefor.

(Amendments to claims filed on Jun. 11, 2010, page 4, in claim 9, line 2)

The requested corrections are attached on Form PTO 1050.

Respectfully Submitted

November 17, 2011

DATE

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UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

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PATENT NO. : 7,885,391
APPLICATION NO. : 10/699,264
ISSUE DATE : Feb. 8, 2011
INVENTOR(S) : Sherif Yacoub

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In column 7, line 61, in Claim 6, delete "new center" and insert -- new call center --, therefor.

In column 8, line 9, in Claim 9, delete "timescale" and insert -- time-scale --, therefor.

MAILING ADDRESS OF SENDER (Please do not use customer number below):

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This collection of information is required by 37 CFR 1.322, and 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patent, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9190 and select option 2.